



The Hive
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Monday 30 November 2020

Dear Resident,

Update on overheating issues at Sheldon Square W2

I write to inform you of the progress made in identifying a permanent solution to the overheating issues at Sheldon Square. Our last letter on this matter was dated Friday 9 October 2020 and I am pleased to report that we have made significant progress in both options discussed in our latest letter.

Centralised Air Con System

First Port have brought forward the renewal of the air conditioning system within the private dwellings and aim to commence works in April 2021. We have commenced dialogue with First Port about going into a contract with them to manage the installation and maintenance of an air conditioning system. Whether it is possible for air conditioning to be installed in NH properties will be determined primarily by the outcome of a feasibility study that we have commissioned from Hoare Lea and Partners in relation to the practicality of installing condensers on the roof of the building.

The proposals set out in the feasibility study will then require the Freeholder's agreement. Hoare Lea will be visiting Sheldon Square on Thursday 12 December 2020 to complete surveys of a limited number of properties and have they already reviewed historic studies we commissioned so that we do not revisit old ground unnecessarily.

We have reviewed the design of each property and targeted specific properties Hoare Lea will be visiting on 12 December 2020. These properties have been selected due to the number of rooms and the floor they reside on. The residents residing in the properties we want to survey have already been contacted to book the survey appointments.

Following the survey, Hoare Lea will provide us with a feasibility study report which we expect to be ready for review in mid-January 2021. Following receipt of this report we will seek the Freeholder's permission to proceed. The Freeholder is already aware of our intentions via First Port.

Cool You System

We are continuing to evaluate the water usage throughout the scheme through our consultant, Butler & Young. We have requested permission from First Port to install a meter on the incoming supply or relocated the current one so that the usage can be monitored. Once this has been agreed

then we will be able to finalise our calculations and confirm whether the Cool You system is a feasible solution. If feasible, we propose that this will be our secondary solution should the communal air conditioning system not be agreed by the Freeholder.

The meter install is required as the bills provided by First Port were based on estimated readings. We contacted the water suppliers and they confirmed that they have been unable to read the meter due to its location at high level in the plant room. We proactively sought quotes to relocate the current meter or install a new one so that First Port had all options presented to them.

Resident Meeting

As committed to in our last letter, we intend to hold a meeting with residents in February 2021. This will allow the feasibility study to be completed and time to agree terms with the freeholder. There is no confirmed date for this meeting however we will look to provide this in our next update.

Given the proposed timescales for completion of ongoing tasks and the Christmas period, our next update will be sent via letter no later than 25 January 2021. We hope at this meeting we will be able to advise in more detail on the available options and schedule a residents meeting to present the options to you.

If you have any queries about the content of this letter, then please don't hesitate to contact our M&E Team on 0300 373 3000 or email us at MandEandCompliance@networkhomes.org.uk.

Yours faithfully,



Gerry Doherty
Executive Director of Customer Services